

## **Wholesale Orders Terms & Conditions**

### **Black Mountain Chocolate**

*October 1, 2019*

Thank you for your order! We're pleased and honored to have you as part of the Black Mountain Chocolate family. This sheet will answer the most common questions about our wholesale process.

#### *Fulfilment Timing*

Our products are primarily made by artisan processes, rather than machine automation. And that kind of quality takes time. Though your shipment will likely go out sooner, please allow up to 2 weeks for your order to ship.

#### *Minimum Order*

We have a \$100 minimum order requirement.

#### *Shipping Fee*

We charge a flat fee of \$15 for shipments to North Carolina and surrounding states. Actual UPS fees, plus a \$15 packaging and handling fee, will be charged for shipments sent outside of the Southeast.

#### *Payment Terms*

We require prepayment for first orders. Your invoice will be emailed to you from the factory within a few days, with payment terms "Due on Receipt." Beginning with your second order, standard payment terms are Net 10 unless other arrangements made by advance agreement. We charge a late fee on invoices outstanding more than 30 days: the greater of \$25 or 5% of the product total. Invoices outstanding more than 90 days will be sold to a collection service.

#### *Damages and Defects*

Please inspect all shipments immediately upon arrival. Please contact BMC at [orders@blackmountainchocolate.com](mailto:orders@blackmountainchocolate.com) within 5 days of receipt of damaged or defective shipments. Returned merchandise will be replaced with new merchandise. We cannot accept returned merchandise held for more than 15 days after receipt.

#### *Returns and Exchanges*

Wholesale merchandise may not be returned or exchanged. We only accept returns in the case of defective merchandise as noted above.